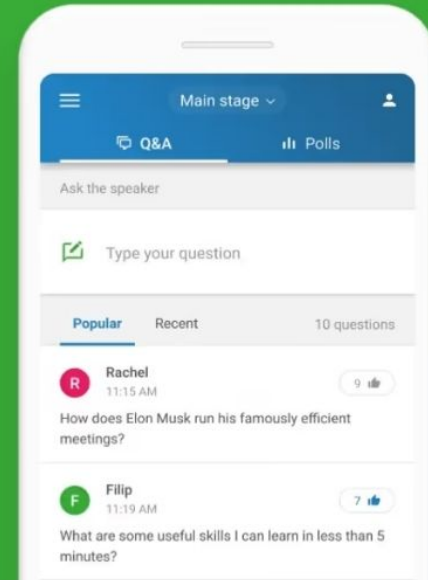


# POLL: Have you ever taken a campus climate survey?



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The image is a presentation slide. At the top, there is a blue header bar with two circular icons (one blue, one green) on the left and the text 'Building Diversity, Equity, and Inclusion in Higher Education: for Students, Staff, and Faculty' on the right. Below the header, the main content area is white. The title 'THE VIRTUAL 'CAMPUS':' is written in a large, black, serif font. Below the title, the subtitle 'VOICES OF ONLINE STUDENTS IN CAMPUS CLIMATE SURVEYS' is written in a smaller, black, sans-serif font. At the bottom of the slide, there is a green rounded rectangular button with a black border containing the text 'Margaret Breidenbaugh (she/her)' in a black, sans-serif font.

# AGENDA



## PURPOSE

Why do we use campus climate surveys?



## PERSPECTIVES

What do different groups think?



## LANGUAGE

What's in these surveys?



## CONCLUSIONS

What do students think?

## PURPOSE

"measures the extent to which all students, faculty, staff, and visitors... feel welcomed, valued, and supported in their work, studies, or research"

--National Center on Safe Supportive Learning Environments (2023)

"to identify and address the institutional conditions that contribute to and/or detract from providing a welcoming and inclusive climate/environment for all students"

--American River College (2019)

"to better understand the attitudes and experiences of their students with respect to sexual assault and sexual misconduct"

--Association of American Universities (2022)

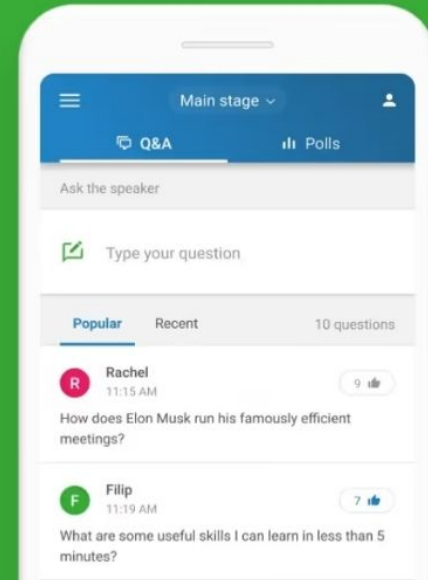


POLL: Do the results of campus climate surveys lead to better outcomes for online learners?



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# PERSPECTIVES

## STUDENTS

"Online students and commuting students do not have an opinion of campus culture because they are not on campus" (University of Central Arkansas, 2021)

## EDUCATORS

"A sample that consists of predominantly commuter or online students may not be as familiar with campus climate or policies" (Safe and Inclusive Learning Environment, New Jersey, 2020)

## SURVEYORS

"Online students reported not participating in campus activities and transfer students also reported needing support, **suggesting the need for additional or new efforts with online and transfer students**" (University of North Carolina survey, 2021)

# PERSPECTIVES

## STUDENTS

"Online students and commuting students do not have an opinion of campus culture because they are not on campus" (University of Central Arkansas, 2021)

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## EMPOWERMENT



## LANGUAGE

Question:

- Do campus climate surveys ask questions that are relevant to online learners?

Data set:

- 5 campus climate surveys (IUPUI, American Association of Universities, Boise State, Portland State, and Butler College)
- 3.645 unique words used 18.125 times

Note: some surveys focus on incidents of sexual violence.



# LANGUAGE

## Method:

- counted frequency of words relevant to in-person learning and online learning
- identified survey questions (and answer choices) that include these words

# LANGUAGE

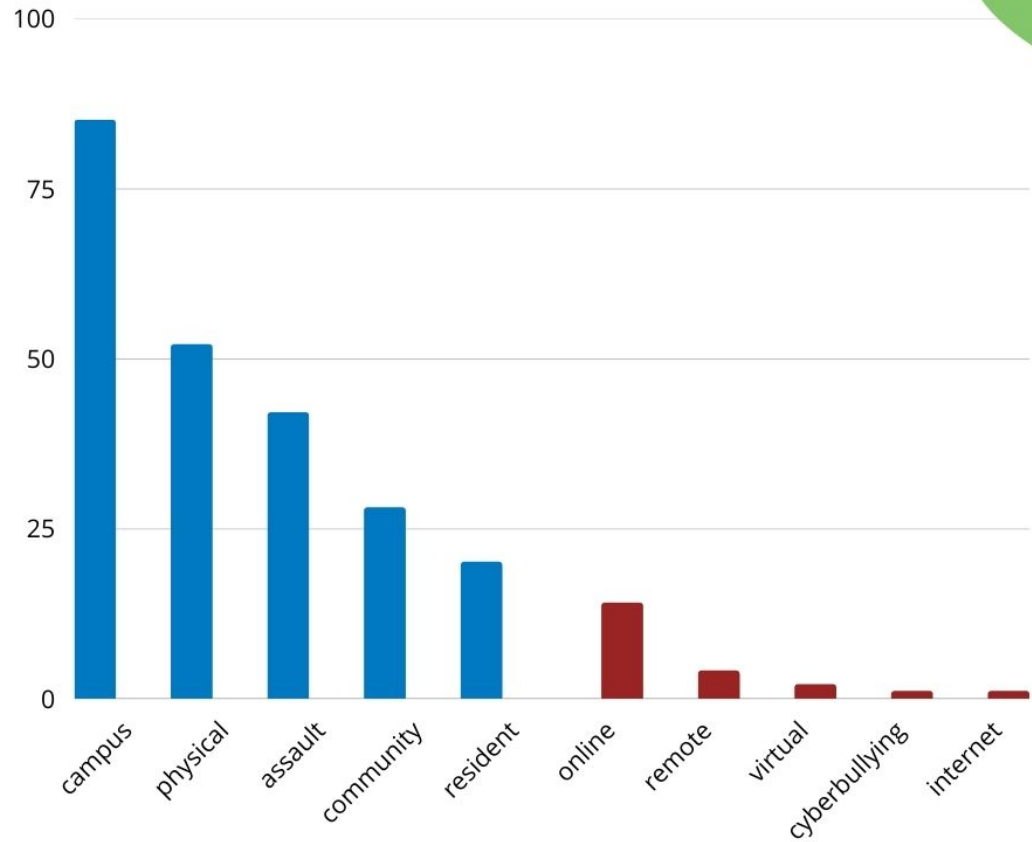
## Problems:

- words can have different meanings, which simply counting them does not address
  - "building" can mean a physical space, or people working together
- small sample size due to schools not wanting to share information

# Word Frequency

Top 5 words describing in-person learning

Top 5 words describing online learning



## TOP 5 WORDS DESCRIBING IN-PERSON LEARNING

campus (85 times)	"As an international student, I feel welcome <b>on campus.</b> "	Portland State
physical (52)	"Please indicate how often you have personally experienced <b>physical assaults or injuries.</b> " Very Often, Often, Sometimes, Seldom, Never	Butler
assault (42)	"Since you entered this college, has someone <b>sexually assaulted or attempted to sexually assault</b> you?" Yes, No	Butler
community (28)	"I feel like a respected <b>member of the UC community.</b> " (scale of 1-6)	University of Colorado-Denver
resident (20)	"Which of the following persons, if any, did you tell about [sexual harassment or assault]?" Friend Family member Faculty member or instructor <b>Resident advisor (RA), or other live-in residential staff</b> Other administrative staff Spiritual or religious advisor, leader, or clergy Therapist or counselor Sexual or romantic partner Program or resource outside the University (e.g., a hotline) Physician Someone else I didn't tell anyone (else)	Association of American Universities

## TOP 5 WORDS DESCRIBING ONLINE LEARNING

online (14)	<p>"Since you have been a student at [University], has someone made unwanted <b>phone calls, sent emails, voice, text or instant messages to you, or posted unwanted messages, pictures or videos on social media to or about you or elsewhere online?</b>" Yes, No</p>	Association of American Universities
remote (4)	<p>"Please rate your satisfaction with your college in the following areas during the COVID-19 pandemic: Effectiveness of <b>remote instruction</b>" Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied, Can't Rate/No Experience</p>	Butler
virtual (2)	<p>"Please rate your satisfaction with your college in the following areas during the COVID-19 pandemic: Opportunities to <b>virtually participate in class discussion</b>" Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied, Can't Rate/No Experience</p>	Butler
cyberbullying (1)	<p>"Please indicate how often you have personally experienced the following forms of bias/harassment/discrimination at this college: <b>Cyberbullying (e.g., emails, texts, social media)</b>" Very Often, Often, Sometimes, Seldom, Never</p>	Butler
internet (1)	<p>"Rate on a scale of 1-7 the extent to which each of the following has been a source of stress for you due to the COVID-19 pandemic: <b>Access to internet</b>"</p>	Butler

# EXPERIMENT

## ChatGPT student survey (Spring 2023)

- input: "Write 20 typical campus climate survey questions and 20 questions specifically for online learners."
- output: questions for online learners assumed students felt excluded from campus life
- chose 30 questions and made them multiple choice; one short answer
- 55 participants:
  - "I'm an online only student and a lot of the questions didn't apply to me."
  - "I am an online only student in WA, so I'm sorry that I couldn't answer everything :("
  - "Your survey did not consider fully online, international students."

# CONCLUSIONS

## STUDENTS

- some don't feel like they are a part of campus climate
- some don't feel that campus climate surveys ask relevant questions or give relevant answer choices
- some students don't like taking surveys

## EDUCATORS

- ask for feedback about virtual "campus" climate from online students throughout semester (what is working, what needs to be fixed?)
- share anonymized student feedback with groups that write campus climate surveys

## SURVEYORS

- ask for feedback from educators and students during the survey writing process
- consult with DEI working groups (local, national, campus-based, etc.)
- use the power of ChatGPT to draft survey questions or gain additional feedback

## EMPOWERMENT



POLL: Thinking of online learners, what ideas do you have for improving or replacing campus climate surveys?



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A screenshot of the Slido mobile app interface. The app is titled "Main stage" and has tabs for "Q&A" and "Polls". The "Q&A" tab is active, showing a section for "Ask the speaker" and a text input field for "Type your question". Below this, there are two questions listed under the "Popular" tab. The first question is by Rachel, asking "How does Elon Musk run his famously efficient meetings?", with 9 votes. The second question is by Filip, asking "What are some useful skills I can learn in less than 5 minutes?", with 7 votes.



Building Diversity, Equity, and Inclusion in Higher Education: for Students, Staff, and Faculty

THANK YOU  
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Haaga-Helia  
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